Role Profile

Job title: **Learning and Development Consultant**

Hours: *Non-delivery days*: In consultancy, we need flexibility in order to achieve our key results. In recognition of this, we have established a system of Core Hours from 10.00 to 16.00, working 7 hours and taking an hour break.

*Delivery days*: The nature of ‘on-site’ work is that there is not a fixed working day. There will be some evening travel. Face-to-face training days often start at 08.30, in order to set up for the session, and will finish at 17.15 including clear down.

Online training days usually start at 09.15 and finish at 16.15. However, many of our online training days may also be for international clients, and so some evening and early morning hours may also take place from time to time.

Salary: £35,000 full time equivalent starting salary per annum, paid monthly. After your first year you may also be eligible for a discretionary bonus, and pay review.

Probationary period: Six months from appointment.

Period of notice: One week either side during probationary period, then eight weeks either side once confirmed in post.

Responsible to: Director

Holidays: 33 days a year including public and bank holidays

(5 days to be taken for Winter Closure)

(5 days to be taken for Summer Closure)

Overall Purpose: To deliver high quality development and training programmes in the not-for-profit, charity and public sectors, leaving people feeling inspired, motivated and confident in the skills needed to create social good

### Key Results Areas (responsibilities)

Outstanding programme delivery (65%):

* deliver =mc’s core training programmes (these are Emerging Managers, Project Management, Managing Multiple Priorities), for both in-house and public courses
* deliver other =mc standard programmes (in Fundraising, Influencing, Communications, Ways of Working, Leadership and Management) for in-house customers
* deliver income targets for programmes
* deliver programmes both face-to-face and online
* adapt programmes according to customer needs and expectations
* to work alongside colleagues to deliver other consultancy and facilitation activities as appropriate for customers

### Customer service and business development (20%):

* provide exceptional customer service in every interaction
* respond to enquiries and provide basic programme information
* scope programmes for delivery, provide agreed programme outlines and outcomes
* to actively seek opportunities for further development with customers
* provide feedback and recommendations to customers
* support colleagues with pitches and proposals

Programme development (15%)

* contribute ideas to programme development
* support continuous improvement of core and standard programmes
* ensure all IP documents and training notes are kept up to date
* continuously keep up to date with sector, and evolving IP developments

Make =mc a great place to work (at all times)

* proactively support colleagues, contributing to team meetings and discussions, keeping in touch with colleagues weekly
* responding to feedback and taking ownership for your continuous learning and development
* ensure all =mc systems and processes are followed

PERSON SPECIFICATION

## Learning & Development Consultant

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|  | Essential – this means we need to see that you have these skills and abilities | **Developmental – this means you may also have these skills, although you will not be scored for them** |
| Approach to Work | * enjoys learning and is motivated by learning new skills and knowledge
* learns quickly and has developed strategies to take on new skills / knowledge effectively
* sense of fun and enjoyment in work
* interested in helping others to learn and helping them to deliver results
* enthusiastic about the work of our customers and has a strong commitment to customer care
* willingness to learn and deliver =mc material and approaches
* commitment to work both as a member of a team and individually
* results orientated and able to work to defined targets
* commitment to =mc’s equality, diversity and inclusion policy, ensuring all learners feel safe and comfortable on our programmes
 | * business and commercial awareness
* willingness to share your existing skill set
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| Skills | * able to build rapport with a wide range of people
* Strong communications skills, able to present ideas to people at all levels and adapt communication style to different situations
* able to facilitate groups, enabling discussion and inclusion, handling conflicts if they arise
* high level presentation skills
* excellent relationship building skills
* good written communication skills
* ability to work individually and as part of a team
* ability to prioritise and organise time
* proficient in Microsoft word, Microsoft PowerPoint, Microsoft Teams and Zoom
 | * skills in helping individuals to explore their learning needs
* ability to help develop shared working processes
* able to influence others
* able to use customer relationship management databases
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| Previous experience & knowledge | * experience of delivering interactive and effective presentations
* understanding of how people learn and develop
* experience of working in or with charity or non-profit organisations
* understanding current challenges for managers in charity and non-profit organisations
* experiencing of supervising people or managing projects, understanding how to enable others to do great work
* experience of fundraising, communications or programme / service delivery
 | * knowledge/experience of training delivery (workshops, small groups or teams)
* experience of the voluntary/public sector in a management role
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| Working arrangements\* | * happy to work flexibly and inclusively in a small business environment
* able to work for full-days, for a minimum of 3 days per week
* able to travel for programme delivery, in the UK (and occasionally internationally)
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\* We aim to be an inclusive employer, where everyone feels like =mc is a great place to work. We are as flexible as possible around working arrangements.

It’s important to stress that face-to-face training days can be long, starting at 08.30 to set up, and finishing at 17.15 after clearing down. Whilst some sessions are shorter than this, a lot of our customers prefer full-day sessions to enable their teams to get away from the day-to-day and focus on learning.

The majority of our customers are based in London. However, as you’d expect from a national and international consultancy, we go to where our customers are – whether that’s Scotland or South East Asia, Birmingham or Belgium. Travel even in the UK can involve 3-4 nights away a month and in busier months 5-6.

Training delivery could take place on up to four days a week, but generally no more than three. Delivery targets vary over the year, from 8 to 12 days a month.

On days when you are not delivering training, you will either work from home, from a location in Central London or from our office, helping to build our sense of team and ensuring you have access to the support of colleagues.

Flexible working options include:

* part-week (working full days, for part of the week, for a minimum of 3 days per week)
* part-year (annualised hours, or term time working)